

DCFS Weekly Update From the State Office

Tuesday, May 29, 2001

Our Practice Model Working for Us

By Richard Anderson

I came across this quote recently and wanted to share it with you. It seems to really apply to our Practice Model skills and what happens when we put them to work for us.

"Knowledge is what happens when a human being uses information to create something of value. Information is mechanical, knowledge requires human interaction." (Pauline K. Zvonkovic, U.S. Department of Housing and Urban Development.)

Goodbye Bubble Sheets

By Craig Monson, Office of Services Review

The bubble sheet days are over. The Internet has replaced them.

As you're well aware, a Quality Assurance (QA) program for case process compliance has been in place for approximately two years. Many supervisors reviewed one case per month per worker of CPS, home-based, or foster care cases. Under this program, supervisors used a bubble sheet in which they blackened circles indicating whether the caseworker complied with certain policies. These sheets were then sent to the Office of Services Review (OSR). OSR then scanned them into a database and periodically sent a report to the region, which displayed performance by worker, by team, and by question.

Well folks, you no longer need to use the bubble sheets. The Internet has replaced them. Just go to <http://www.hsdcs.state.ut.us/osr/OSR.htm>, which will take you to the Internet site where the forms and guidelines are. (If you lose this address, just go to the DCFS website and click on the "Office of Services Review" button). If you're going to do a QA on a CPS case, for example, select the "CPS General Form," answer the questions, then hit the "Submit" button at the end of the form. This information will then be sent to OSR. We will then process the data and periodically e-mail you back a report showing performance by supervisor, worker, and question. If you want to know the guidelines we use when reviewing cases, just select the relevant button. For example, if you want to know the guidelines for CPS cases, select the "CPS General Guidelines" (you will need Adobe Acrobat to view them. If you don't have Adobe Acrobat installed, click on the [CLICK HERE](#) for instructions on installing free Adobe Acrobat).

We have pilot tested this process in the Salt Lake Valley Region and found it to be much simpler and quicker than the old bubble sheets. During our pilot test, we have frequently been asked several questions. Below are the questions and our responses:

QUESTION: What number should I use when the form asks for a case number?

RESPONSE: Any number you like. Supervisors, just make sure that you can identify the case from the number you choose. When your management report

comes back, the number you selected will be listed on the report. If you want to go back to the specific case reviewed, you'll need this number to identify. You can make up numbers, you can use SAFE identifying information or you can use any other numbering scheme you want.

QUESTION: Is the data secure?

RESPONSE: The form does not ask for any information specifically identifying a case except the case number. As noted above, even the case number can be a unique numbering scheme developed by the supervisor with no particular link to SAFE. In the future, IT plans to password protect the area where the forms reside. The management reports will be sent to region management and supervisors only.

QUESTION: What if I can't finish the form in one session?

RESPONSE: We ask that you put an "A" on the end of the case number and then submit what you've finished. When you come back at another time to finish the review, open a new form and finish filling out where you left off. When putting a case number on this second form, use the original case number only please put a "B" on the end of it. We will sort this out when we compile the data and give you the information back on one case.

QUESTION: What about the section on the Qualitative Review?

RESPONSE: We have a QA for the Qualitative Case Review that has the protocol, a summary of the protocol and a form, listing by domain, the six-point rating we use in the Qualitative Review. If you so choose to do a QA on cases for the Qualitative Case Review (completing an entire form or just parts of it), we will send you back in a management report format whatever information you send us. Our thought here is that there has been a formal QA for the Case Process Review but not one for the Qualitative Case Review. This form is our attempt to start a QA for the Qualitative Review for those who might want to use one.

Welcome Customer Complaints?

By Joelle Horel

I ran across the following article and felt it may be an interesting note for everyone to read and consider:

*Over the years, studies have shown that **soliciting** customer complaints can help cement customer loyalty.*

That is, it pays to make complaining easy for your customers.

No matter how good your product is, you're going to get complaints. Whether these complaints are legitimate or not, you've got to deal with them.

If whining customers stress you out, consider this:

ON LOW-COST ITEMS:

37% of customers with problems who don't complain will remain loyal.

If you get customers with problems to complain - even if you don't solve the problem - about 46% will remain loyal.

*If you get them to complain **and** solve the problem, the loyalty factor jumps to 70%.*

*Get them to complain and solve the problem **quickly** - you'll see a loyalty rate of 95%.*

ON ITEMS OVER \$100:

9% who are upset but don't complain will remain loyal.

If they complain, but don't get the problem solved, 19% will remain loyal.

If they complain and you solve the problem, 54% will stick with you.

Solve their problem quickly and you'll see an 84% loyalty rate.

(Source: Technical Assistance Research Project study published in The Direct Response Specialist, Issue #123: (813) 786-1411.)

To Make Your Life Easier...Using SAFE Optimally

By Robert Lewis

Case List Options in SAFE

There are lots of different case lists in SAFE. Let's look at major options:

1. **The basic default case list.** When you click on the Case List button on the Main Menu or icon bar or select Case List from the menu bar, SAFE automatically selects the *open* cases to be listed according to your access profile:
 - Caseworkers get their cases (primary and secondary);
 - Supervisors and team techs get the cases belonging to workers in their supervisory unit;
 - Office techs get the cases for their office;
 - Region managers and administrators get the cases for their region.The basic Case List window format gives several display options: all clients, all persons, and (soon to come) all workers.
2. **Select Case List options.** You can specify in the Select Case List window that you want a Case List display for:
 - My Cases (where you are assigned as Primary or Secondary worker);
 - My Team (meaning cases belonging to the workers under a single supervisor);
 - My Primary Office or My Offices (may be more than one, if so set up by the Help Desk);
 - My Team and Offices.
3. **Select Case List (New).** In the Select Case List window, you can define your own case list selection criteria. (Note that when you save the "new" case list, the cases are saved not the selection criteria.)
4. **Case Assignment List.** An option in the Select Workload window, this lists cases that were assigned to a specific worker, team, etc. during a time frame that you select. Both *open* and *closed* cases are shown. Cases assigned is the preferred way to track workload for workers who carry short-term cases, such as CPS, PYS, or PFP.
5. **Referral List.** This is a CPS intake worker's version of case list.
6. **Worker Information (Open cases, Closed cases).** These are listings of a worker's current caseload or all cases a worker has previously carried.
7. **Person Ref/Case tab.** This lists all cases and CPS referrals in which the person appears.

8. **Case Services tab (All Services, Open, and Closed view).** These list all open and closed cases in which any person in the case appears.
9. **Directory (lower right corner of window).** This lists all cases in which the person appears.